



Office Manager

Job Description

Status: Full-time; Exempt
Supervisor: Director of Operations
Direct Reports: Admin/Print Production
Volunteer Roles- Welcome Center
Accountable to: Executive Leadership Team; Council

Purpose: This position will provide excellence in administrative leadership, providing support to staff and volunteers. This role provides direct Operational and Human Resources support. This position represents SOTV in collaboration with the Director of Operations in a variety of vendor relationships providing professionalism, strategic competency, and excellence in communication. The Office Manager will interact with members and volunteers in a supportive, professional manner.

Qualifications:

- Bachelor's degree in business administration or related field
- Demonstrated office management and staff supervision; 5 years
- Proficiency in database management
- Proficiency in Microsoft applications
- Working knowledge of IT systems and proficiency in trouble shooting
- Proficiency in maintaining and troubleshooting standard office equipment, computers, and phone systems
- Strategic planner and organizer; attention to detail
- Demonstrated HR generalist, preferred
- Demonstrated financial basics
- Excellent leadership skills; ability to work with a diverse population and needs; Team player
- Demonstrated project management skills
- Demonstrated verbal, written and interpersonal communication skills
- Ability to maintain professionalism and confidentiality
- Successful completion of background checks as performed by SOTV

Expectations:

- Comfort and confidence in a faith-based organization; ELCA Lutheran Church and RIC partnership
- Demonstrated initiative and reliability; dependable and prompt
- Open to change and adapting processes
- Commitment to honor confidentiality surrounding all matters involving SOTV, members, and guests
- Flexibility in schedule to include evening and/or weekend events as deemed necessary (prescheduled)

Responsibilities and Essential Functions:

I. Office Operations

- A. Supervision and Management of reporting staff and volunteer leaders
 - 1. Provide on-going support and leadership
 - 2. Provide direction and regular feedback
- B. Front Desk Supervision & Volunteer Management
 - 1. Recruit, Train, Schedule, and Retain reception desk volunteers (Welcome Center)
 - 2. Ensure communication and resources are available to volunteers
 - 3. Ensure cleanliness, functionality, and safety of the reception desk

4. Oversee and support volunteer administration tools and billing (SignUp Genius)
- C. Finance & Vendor Management
 1. Process office-related invoices, coding, and submitting to finance office
 2. Oversee annual administrative budget preparation and on-going monthly monitoring
 3. Oversee vendor relations and manage contracts: Office equipment, IT partners, phones
 4. Evaluate, negotiate, and manage contract terms in collaboration with leadership
- D. General Office Support
 1. Coordinate daily phone coverage and back up
 2. Manage time between database and IT management, and HR support with general administrative tasks required daily and during peak seasons
 3. Provide ad-hoc administrative support to leaders as deemed appropriate

II. Database Manager

- A. Database Administration
 1. Manage user access and security; member invitations
 2. Oversee database operational procedures; enforce privacy rules
 3. Maintain and update database records; routinely maintain data accuracy
- B. Provide employee training
- C. Serve as primary staff contact for database use, questions, etc.
- D. Reports
 1. Generate standard reports
 2. Create custom report queries
 3. Assist staff with report generation
- E. List segmentation; regularly provide targeted lists for mailings, events, invitations, etc.

III. IT Liaison and Coordinator

- A. Oversee managed services and employee support with IT partner(s)
 1. Serve as primary contact for external IT partner(s): vendor relations and billing
 2. Troubleshoot with staff and volunteers to resolve office internet or hardware issues
 3. Support and empower staff to resolve IT and technical issues on site and/or with the assistance of IT partner(s)
- B. Oversee and maintain inventory of office hardware assigned to employees and multi-purpose spaces
- C. Partner with Director of Operations and external IT partners on office hardware purchasing and replacements
- D. Collaborate with Production Manager on IT needs and services

IV. HR Support and Employee Onboarding

- A. Recruitment: Collaborate with Director of Operations on employment postings
- B. New Hire Logistics: Set up new hires with IT and technology needs, workstations, ordering equipment, supplies, and setting up a welcoming workstation
- C. New Hire Training
- D. Background Checks and References
 1. Oversee and enforce background check policies and procedures for employment and volunteer ministries
 2. Vendor Relations; Serve as primary contact, oversee billing
- E. Policy compliance: Assisting HR with maintaining employee handbooks, organizing required workplace posters, and tracking office protocols
- F. Back up to HR duties as appropriately assigned

V. Office Supplies and Print Production

- A. Oversee office supplies, inventory, and ordering processes (part-time direct report)



- B. Oversee in-house print production and staff in collaboration with communications and ministry leaders
- C. Collaborate on special print production projects
- D. Collaborate on outsourced print production projects
- E. Serve as back-up for print production

Core Competencies:

Organization: Exceptional multitasking skills, attention to detail, proactive, independently motivated, commitment to quality assurance and excellence, time management skills

Work Ethic: Prompt, reliable, flexible, communicates positively with all, team orientation, strives to do the best work as a reflection of self, team, and the ministry

Communication: Clear verbal, written, and interpersonal skills, approachable, responds with empathy

Problem-Solving: A proactive mindset to handle daily office disruptions, openness to troubleshooting to support others, ability to serve as a liaison to find solutions

Discretion: High emotional intelligence and trustworthiness to handle sensitive HR information and/or confidential data

Spiritual Maturity: Passion to support Christian ministry, comfort working in a faith-based environment, ability to support a culture of welcome and invitation to all, willingness to know and understand the core ministries of SOTV